

FMIS Access Issues / Corrective Solution

There are a number of various reasons for no access to OFMC-FMIS system. Below is a listing of some of the problems with FMIS access. OFMC in working with OCIO Help Desk will identify and work with each of the locations to determine access issues. OFMC will start this effort in April 2011. OFMC will develop a plan of action for each of the locations without access and identify resolutions. The leader for this effort will be Vernon Mariano, Facilities Program Specialist IT/FMIS.

Telecommunications

- Is your location allowed to access the governments telecommunication system
- Do you know your communication provider
- Phone system working
- Has there ever been telecommunication with BIA / BIE
- Diagram of computer network wiring
- Location of Server room
- Location of telecommunications circuits
- Type of telecommunication connection: T-2, DS-3, VPN, etc

Possible corrective actions for Telecommunications

- Contact Service provider
 - Contact BIA Helpdesk
 - Contact BIE / ELO Helpdesk
 - Contact On-Site IT personnel
 - On-site IT personnel performs trouble shooting on telecommunications
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Desktop or Computer

- No Computer Equipment, servers, lines
- Cannot sign on to BIA / BIE network
- No power to Computer
- When Computer is turn on not thing happens
- Other computers working but not your computer
- Computer locks up
- Does your site allow the computer hook up to a government computer network / systems
- Computer is a distance away from a computer connection

Possible corrective actions for Desktop or Computer

- Computer equipment needs to be acquired (acquiring source depends on location process)
- Contact On-Site IT personnel
- Does the work area have a port available to connect to the computer
- Check connections both the ports and computer
- Computer a distance away – may need a computer line run to the work area
- Check power sources
- Try other computer connections (Ports)

- Contact BIA Helpdesk
- Contact BIE / ELO Helpdesk

Government Computer Access

- No Network User Id BIA or BIE
- No FMIS User Id / Password
- Cannot access FMIS application
- Cannot access e-mail application
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Possible corrective actions for Government Computer Access

- All required documents fill out for government computer system access
 - Paper work for access given to the proper office BIA Security, BIE ELO's, etc...
 - Has the supervisor or sponsor(s) entered the individual into the IIS system
 - Has the individual receive documentation granting access to government computer systems
 - Has the Individual completed the FMIS 40-Hours training to receive an User Id/ Password
 - Has the individual receive confirmation from the FMIS helpdesk with User Id / Password
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Accessing the OFMC – FMIS system

- No FMIS Icon
- When double Clicking on FMIS Icon nothing happens
- Entering your User Id/ Password – messaged “Account Locked”
- Receiving a System Error with the FMIS Application

Possible corrective actions for Accessing OFMC – FMIS system

- Have your on-site IT download the FMIS application from OFMC website
- Within the FMIS Application for problem contact the FMIS Helpdesk
- All OFMC FMIS problems contact the FMIS Helpdesk